

LEGEND		
CO	Change Owner	
CSM	Customer Success Manager	
CI	Change Implementer	
Other	All Other Persons	

Change Management Functional Work Steps

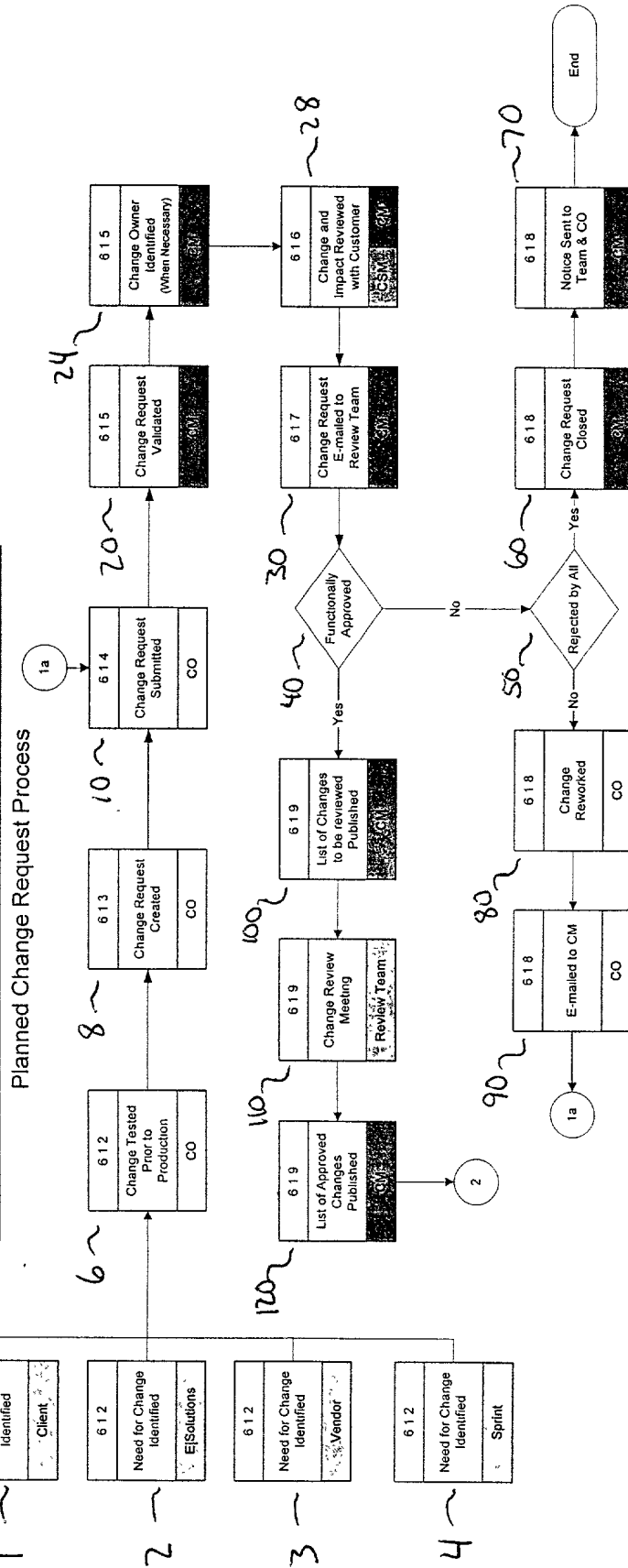


Figure 1A

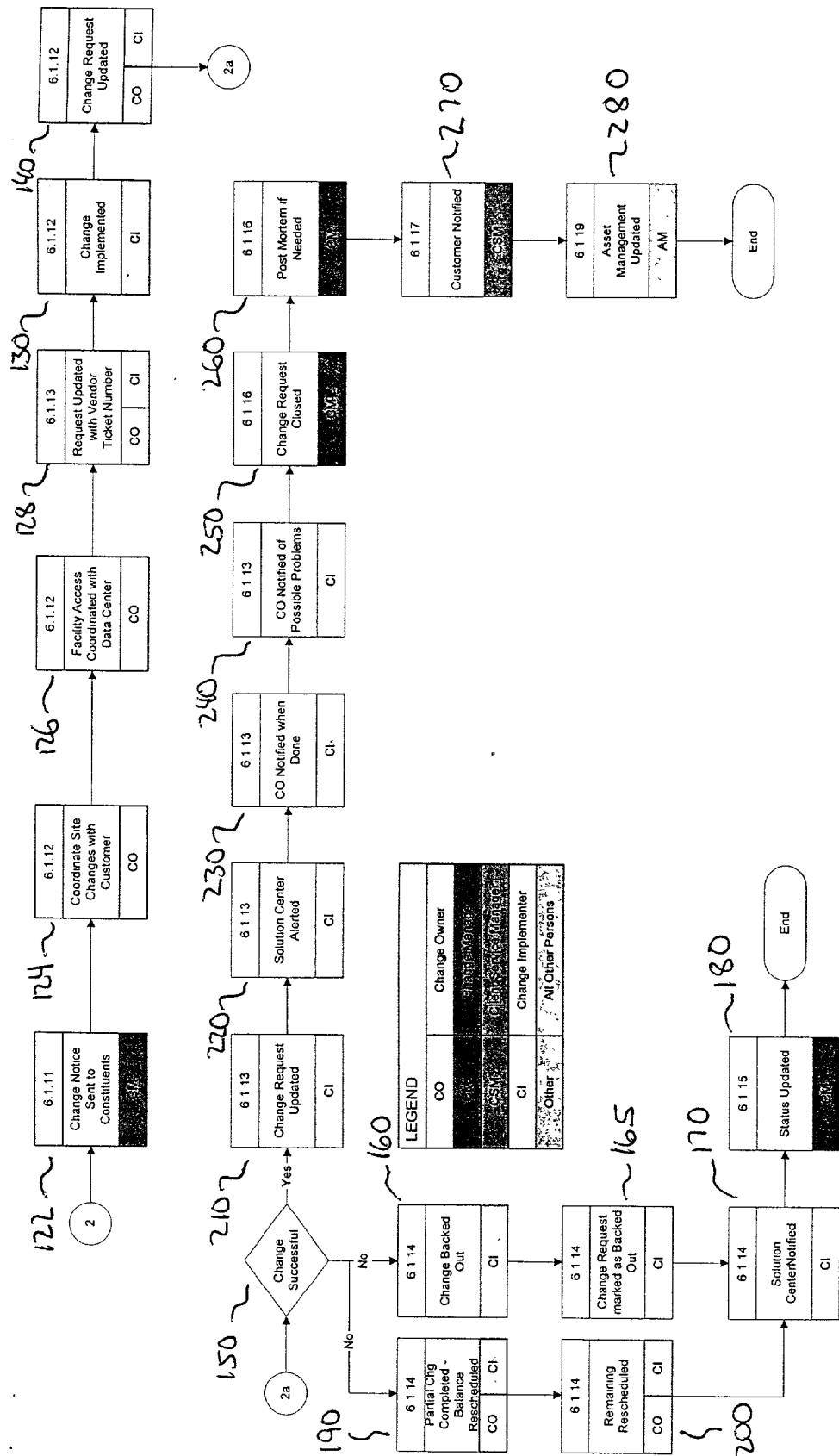


Figure 1B

Change Management Functional Work Steps

Emergency Change Request Process

LEGEND			
CO	Change Owner	CSM	Change Manager
CI	Change Implementer	CSM	Client Service Manager
Other	All Other Persons		

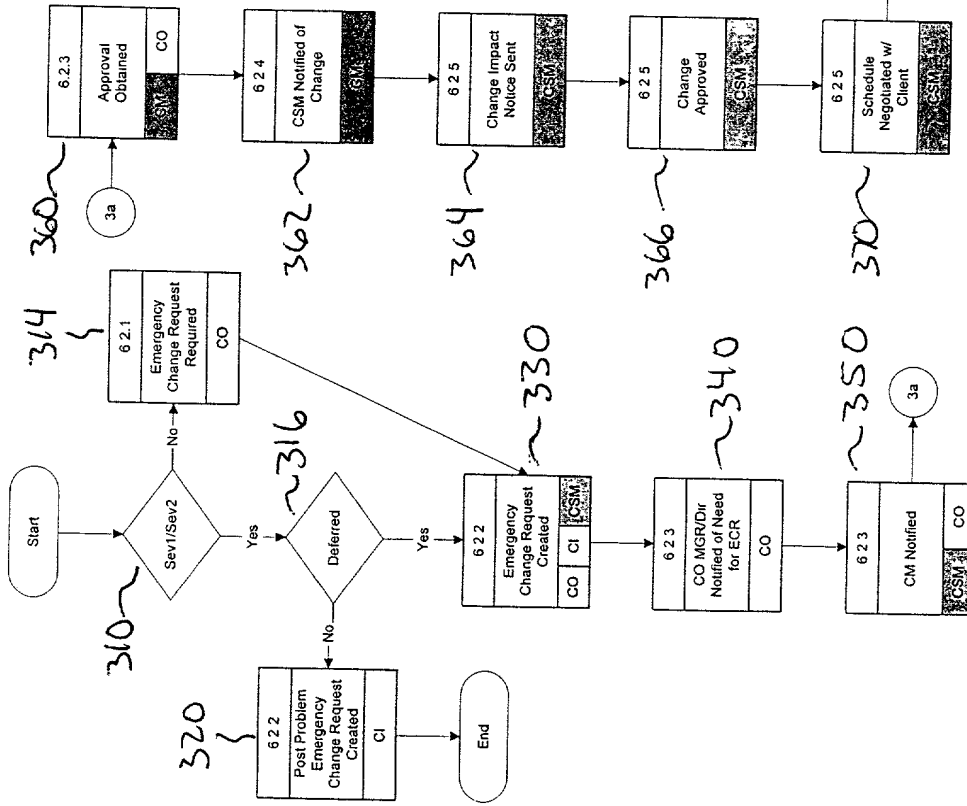
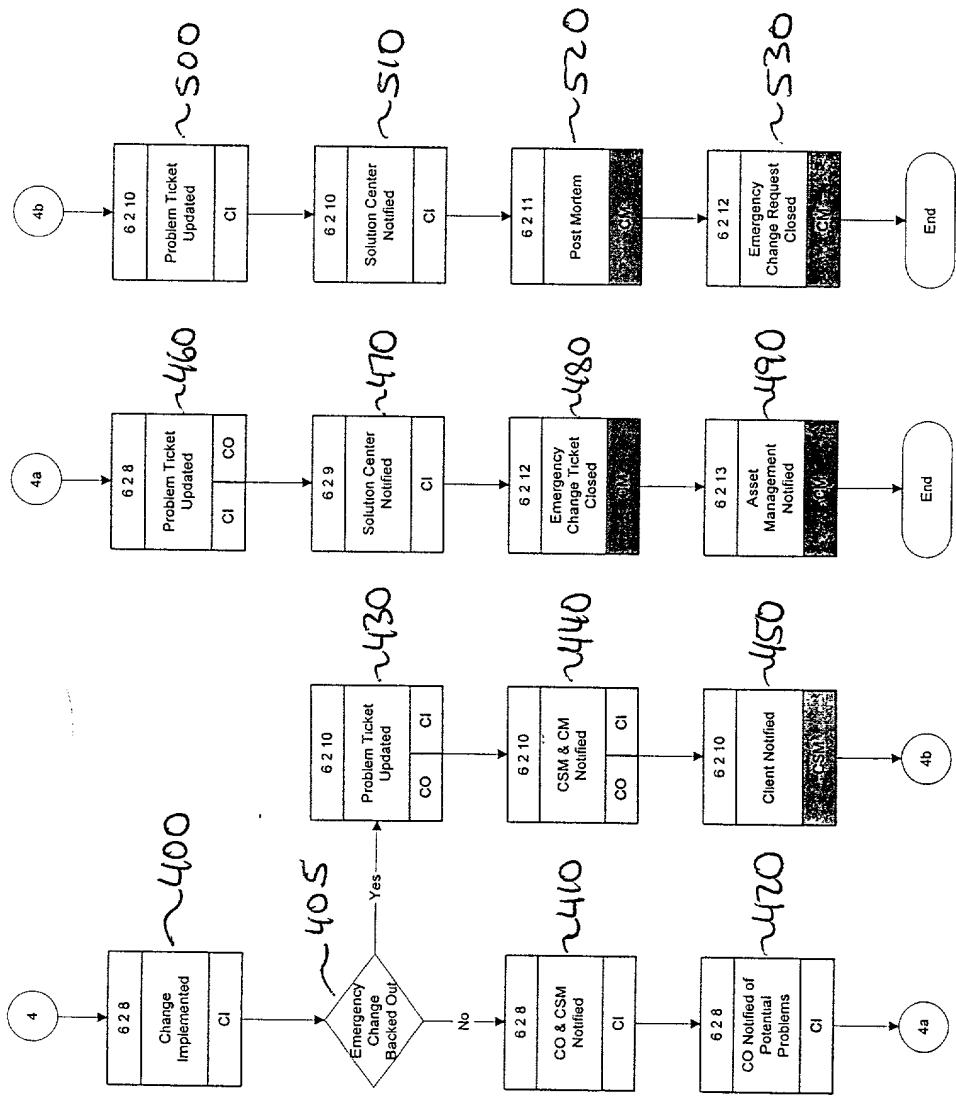


Figure 2A



LEGEND

CO	Change Owner
CM	Change Manager
CSM	Client Services Manager
CI	Change Implementer
Other	All Other Persons

Figure 2B

Welcome To The
Sprint Solution Center's
Change Management System

Please Login

Development

610 ~

User Name

620 ~

Password

Login

630 ~

Register As A New User

640 ~

I Forgot My Password

650 ~

Figure 3

710 720 730 740 750 760 770 780

Change Management System

Active Change Requests

Quick NAV	Search Select	ID Z - A	Title	Customer	Status	Assigned To Group	Created By	Dated Entered
Logout - Bogus Level 1	?				Any Status			>
Edit Your User Information								
Change Request List	view	1009	TEST: Firewall problem	First Group America	Resolved	Architecture & Engineering	Bogus Level1	3/6/2001 11:21:37 AM
Enter New Change Request	edit	1008	This is just a draft	First Group America	Draft		Bogus Level1	3/6/2001 11:19:13 AM

Figure 4

Security Level 3

Quick NAV	
810 ~	Logout - Bogus Level 1
820 ~	Edit Your User Information
830 ~	Change Request List
840 ~	Enter New Change Request

Figure 5

Security Level 4

Quick NAV	
~ 910	Logout - Monte Fransen
~ 920	Edit Your User Information
~ 930	Change Request List
~ 940	Enter New Change Request
~ 950	User Management
~ 960	E-mail group Management

Figure 6

Change Management System

User Registration

Complete All Items Below to create or edit your user account. Contact your Manager if you have any questions or to have your access level increased.

[Update User Registration](#)

* = Required Field

*First Name Bogus ~1010	*Last Name Level1 ~1020	*User ID bogus1
*Email Address monte.fransen@mail.sprint.com Notify Me Via Email About All Change Requests. <input checked="" type="checkbox"/> ~1030		Your Email Address will be used for communication. Please use the Email Address that you wish to receive Time Management Communication at. Click the check box to receive Email Notifications About the Change Requests related to Your Company. ~1040
*Company First Group America ~1050	*Department Change Management ~1060	*Business Phone 404-649-0115 ~1040
Mobile Phone ~1070	Pager Number ~1070	Pager Pin ~1070
*Password ~1080		*Confirm Password ~1090

Figure 7

Change Management System

1150 ~ Save As Draft	Choose this option if all of the required fields are not filled out. The Change Request WILL NOT be submitted to Change Control but all of the information will be saved.
1152 ~ Submit Request	Choose this option if you are ready to submit your request to Change Control. All required fields must be filled out.

Change Request Title And Type

*Title Or Brief Description Of Change Request <div style="text-align: right; font-family: cursive;">~ 1102</div>		
*Change Request Type <div style="text-align: right; font-family: cursive;">~ 1104</div>	*Customer Category <div style="text-align: right; font-family: cursive;">~ 1106</div>	*Group Initiating Change <div style="text-align: right; font-family: cursive;">~ 1108</div>
Vantive Case <div style="float: right; font-family: cursive;">1110</div>	Remedy Case <div style="float: right; font-family: cursive;">1112</div>	TRS Case <div style="float: right; font-family: cursive;">1114</div>
EA Case <div style="float: right; font-family: cursive;">1116</div>	OTS Case <div style="float: right; font-family: cursive;">1118</div>	

Customer Information

*Company Name <div style="float: right; font-family: cursive;">1120</div> First Group America	*Location Of Change (City)
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Change Implementer (s)

*Change Request Assigned To Group Not Yet Assigned

Change Requestor Information

*Requestor Name <div style="float: right; font-family: cursive;">~ 1122</div> Bogus Level2	*Phone (with dashes) <div style="float: right; font-family: cursive;">~ 1124</div> 404-555-7213
---	--

Name <div style="float: right; font-family: cursive;">~ 1130</div>	Phone (with dashes) <div style="float: right; font-family: cursive;">~ 1132</div>
Name <div style="float: right; font-family: cursive;">~ 1134</div>	Phone (with dashes) <div style="float: right; font-family: cursive;">~ 1136</div>
Name <div style="float: right; font-family: cursive;">~ 1138</div>	Phone (with dashes) <div style="float: right; font-family: cursive;">~ 1140</div>
Name <div style="float: right; font-family: cursive;">~ 1142</div>	Phone (with dashes) <div style="float: right; font-family: cursive;">~ 1144</div>

Change Owner Information

*Owner Name <div style="float: right; font-family: cursive;">~ 1126</div> Bogus Level2	*Phone (with dashes) <div style="float: right; font-family: cursive;">~ 1128</div> 404-555-7213
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*Change Applies To

Hardware Router Switch OS Patch OS Upgrade DB Patch DB Upgrade Application	Choose multiple items by holding the ctrl key down and selecting the items. <div style="text-align: right; font-family: cursive;">~ 1146</div>
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*Organizations Impacted

Architecture & Engineering Backbone OPs Change Management Customer Data Center OPs DOSM DSI Edge Opps	Choose multiple items by holding the ctrl key down and selecting the items. <div style="text-align: right; font-family: cursive;">~ 1148</div>
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Figure 8

Change Management System

E-Mail Group Management

Available E-Mail Groups

Select	E-Group Name A - Z	Owner Company	Owner Group	Activate On Status	Description
1210 ~ <input type="checkbox"/>	Change Management	Sprint E Solutions	Change Management	Pending Approval	Send e-mail on status Pending Approval.
1220 ~ <input type="checkbox"/>	Change Management	Sprint E Solutions	Change Management	Submitted	Send e-mail when a change is submitted
1230 ~ <input type="checkbox"/>	Change Management	Sprint E Solutions	Change Management	Scheduled	E-mail with Scheduled

1240 ~

Figure 9

Change Management System

E-Mail Group Definition

Group Name ~1310
Change Management

Group will be activated when the status of the Change Request is equal to...
Pending Approval ~1320

Owner Company
Sprint E|Solutions ~1330

Owner Group / Department
Change Management ~1340

Group Description ~1350
Send e-mail on status Pending Approval.

1370 ~

1380

1390

Available Email Addresses

Sprint E|Solutions - James Barnwell - james.c.barnwell@mail.sprint.com
 Sprint E|Solutions - Jim Beame - monte.fransen@mail.sprint.com
 Sprint E|Solutions - Andrew Beasley - andrew.f.beasley@mail.sprint.com
 Sprint E|Solutions - Scott Bosarge - scott.a.bosarge@mail.sprint.com
 Sprint E|Solutions - Anastasia Clark - anastasia.d.clark@mail.sprint.com
 Sprint E|Solutions - Change Control - change.control@mail.sprint.com
 Sprint E|Solutions - Randell Daniels - randell.daniels@mail.sprint.com
 Sprint E|Solutions - Monte Fransen - monte.fransen@mail.sprint.com
 Sprint E|Solutions - Garfield Henry - garfield.henry@mail.sprint.com
 Sprint E|Solutions - Alexis Holcomb - alexis.d.holcomb@mail.sprint.com
 Sprint E|Solutions - Rick Johnson - rick.k.johnson@mail.sprint.com
 Sprint E|Solutions - Dwayne Moore - dwayne.l.moore@mail.sprint.com
 Sprint E|Solutions - Gary Raney - gary.l.raney@mail.sprint.com
 Sprint E|Solutions - Brian Sallee - brian.j.sallee@mail.sprint.com
 Sprint E|Solutions - H. Winnfred Smith - winnfred.x.smith@mail.sprint.com
 Sprint E|Solutions - Winnfred Smith - winnfred.x.smith@mail.sprint.com
 Sprint E|Solutions - David Sommers - david.f.sommers@mail.sprint.com
 Sprint E|Solutions - Michael Stubbs - michael.k.stubbs@mail.sprint.com
 Sprint E|Solutions - William Smith - william.b.smith@mail.sprint.com

~1360

Figure 10